

Minutes
California 9-1-1 Advisory Board
707 3rd Street
West Sacramento, CA 95605
September 20, 2006

Members Present

Peter Bryan, Rancho Cucamonga Fire Protection District
Richard J. Doscher, Yuba City Police Department
Chris R. Hinshaw, San Diego County Sheriff's Department
Lisa J. Hoffmann, Contra Costa County Sheriff's Department
Mark N. Pazin, Merced County Sheriff's Department
Sal R. Segura, California Highway Patrol
Sam L. Spiegel, Folsom Police Department
Lesli J. Wilson, Orange County Fire Authority
Daphne Rhoe, California 9-1-1 Emergency Communications Office, DGS
Chip Yarborough, Mountain View Police Department

Members Absent

Edward Bonner, Placer County Sheriff's Department

Others Present

Patti Bell, AT&T
Jim Beckley, Intrado
Carolyn Brown, CA 9-1-1 Office
Bob Clement, California Highway Patrol
Rich Delperdang, NetworkOmni
Dana Earl, CA 9-1-1 Office
Peggy Gregson, Folsom Police Department
Barry Hemphill, DGS, Telecommunications Division
Frank Leaden, Verizon
Brian May, Verizon
Stephen Seitz, Vonage
Karen Simpson, Verizon

- 1) **Call to Order** – A quorum being present, Ms. Rhoe called the meeting to order at 9:00 a.m. Ms. Rhoe took roll call – one member was absent.
- 2) **Welcome & Opening remarks** - Ms. Rhoe gave all attendees housekeeping instructions. Barry Hemphill, Deputy Director for DGS, Telecommunications Division announced the surcharge rate will be reduced from the current level of 0.65 percent to the minimum allowed by statute of 0.50 percent, effective November 1, 2006. This reduction can potentially save ratepayers about \$33 million annually.

Mr. Yarborough asked if this rate reduction could impact the State's ability to pursue a next generation (NG) E9-1-1 solution in the future. Inasmuch as the rate can be adjusted annually up to a maximum of 0.75 percent to meet the fiscal needs of the 9-1-1 program, there should be no negative impact on pursuing future 9-1-1 projects, contingent on the state budgetary approval process.

Mr. Hinshaw inquired as to whether the 9-1-1 Office has a strategic plan. Members requested a copy for review. Chief Peter Bryan made a motion that the Standing Committee take a look at long range planning needs and associated costs, how 9-1-1

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equipment and services are funded, and how funds are allotted to PSAPs. After a brief discussion, the motion was approved unanimously.

Mr. Yarborough was interested in finding out where the thought process of the CPUC was on funding as it relates to the 9-1-1 fund and VoIP.

Ms. Rhoe indicated that the CPUC is more of a regulatory body not funding. Mr. Yarborough offered that his understanding is that there are VoIP providers that are willing to pay into the 9-1-1 fund but the CPUC regulations prohibit that. He suggested last meeting that someone from the CPUC come and explain to the Board what needs to happen to change that.

Ms. Rhoe commented that the Revenue & Taxation Code is very specific to telephone carriers. The way it defines carriers that are subject to the surcharge is not inclusive of the VoIP carriers. There may also be a separate issue of registration with the CPUC before remitting to the Board of Equalization.

There may be some updated information available in the next few days to weeks with regard to the proactive position that has been taken on resolving the issue of VoIP remittances.

- 3) **Approval of Meeting Minutes of June 1, 2006** – Mr. Yarborough offered corrections to the minutes to include the suggestion that the California Public Utilities Commission (CPUC) attend the CA 9-1-1 meeting to provide a high level overview of their role in VoIP E9-1-1 deployment. This was the only change to the minutes. Minutes from the June 1 meeting were approved as corrected.
- 4) **By-Law Committee Report** – This agenda item was deferred to the next meeting.
- 5) **State 9-1-1 Funding Process Overview** –A slide presentation was given by the CA 9-1-1 Office staff. A handout was distributed. The presentation also may be viewed on the CA 9-1-1 website at <http://www.td.dgs.ca.gov/Services/911/Advisory+Board.htm>.
- 6) **Menlo Park PD – Appeal** – The Menlo Park Police Department did not appear to present their appeal to the Board.
- 7) **VoIP E9-1-1 Overview** - At the June 1, 2006 CA 9-1-1 Advisory Board Meeting the members requested a high level overview of voice over Internet protocol (VoIP). Ms. Rhoe invited to the meeting representatives of the VoIP industry who could address any technical questions. Ms. Rhoe gave a brief presentation, distributed handouts of the VoIP call path slide, and identified a Federal Communications Commission (FCC) consumer advisory website. VoIP consumer advisory information may be found at the FCC website: <http://www.fcc.gov/cgb/consumerfacts/voip911.pdf>.
- 8) **County Coordinators** - Chip Yarborough indicated that information being disseminated by the state has been talked about a lot by the Communications Managers; information

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from 9-1-1 County Coordinators does not seem to be filtering out to the PSAPs. Example: At a Vonage meeting, the County Coordinator looked like a deer in the headlights, so obviously she didn't pass information down to the other 13 PSAPs in the room and was not familiar with the VoIP issues.

The 9-1-1 Office indicated that the County Coordinator Task Force is addressing the training issue. There will be a meeting in October to discuss what training is needed and how it should roll out. They will provide recommendations to the State.

The amount of time devoted to the County Coordinator function also is an issue. In some counties, the coordinator does not get the support needed from their administration because the county doesn't understand the importance and requirements of the job.

Mr. Yarborough requested that the State provide more direction to the County Coordinators. Some coordinators don't have sufficient knowledge or training. The state should communicate with the County Coordinators that there is a responsibility to communicate with the PSAPs in their county.

The 9-1-1 Office suggested that specific county issues can be addressed off line. In response to a question from a Board member, the 9-1-1 Office indicated that training is provided by the ILECs, some from the State and also from peers. Chapter VIII of the 9-1-1 Manual outlines responsibilities. If there are any specific concerns from a PSAP regarding their County Coordinator, that PSAP should take it directly to the Coordinator. If a county coordinator is not doing their job, the State 9-1-1 Office can evaluate the validity of their claim for reimbursement based on the amount of time claimed for meetings and work activity.

Lesli Wilson suggested that the minutes from the County Coordinator monthly meetings be made available and that access be given to PSAPs to attend the annual meeting at CalNENA in January.

Chris Hinshaw wants the State to report back to the Board on county coordinator task force meeting outcome.

The 9-1-1 Office will communicate concerns to CCTF.

- 8) NetworkOmni Outage Notification** - Lisa Hoffman requested an update of the procedures that are in place to safeguard the network and to notify public safety answering points (PSAPs) about system failures that impact access to foreign language interpretation of 9-1-1 calls. Mr. Rich Delperdang of NetworkOmni was present to answer any questions and provide a description of steps that have been taken to ensure system reliability and redundancy. There was discussion concerning the best method of communicating to the PSAP community in the event of another major system failure.

It was suggested that perhaps the California Law Enforcement Telecommunications System (CLETS) might be a viable option through which PSAPs can be notified quickly

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and reliably. Currently, not all PSAPs have access to CLETS but it may be possible to include fire agencies in the notifications. Another suggestion was to use an unpublished 10-digit emergency number that each PSAP currently employs, to receive emergency calls that are outside the 9-1-1 network. Mr. Hinshaw offered that the OES warning control center may be able to provide additional information on the appropriateness of using CLETS or EDIS as a notification method for specific types of 9-1-1 system related outages. Ms. Rhoe will research the potential use of CLETS and report back to the Board at the December meeting. Chris Hinshaw offered to draft criteria for a notification process and escalation where there are outages at county, regional or statewide levels that would be appropriate for notification through CLETS or EDIS. State OES warning office has access to both CLETS and EDIS; almost all PSAPs monitor one or both. Then can follow up with a call to the 10 digit #s.

The question was asked, how would PSAPs be notified if there were a major outage or failure in VoIP service. Steve Seitz of Vonage addressed the question. Since Vonage customers rely on broadband service, if their broadband service was lost Vonage would have no way of knowing that customer lost service. If Vonage had a network-wide outage, it would route 9-1-1 calls through their call center. Vonage uses two emergency services gateways (ESGWs), and if one went down, the calls would be routed through the other; if both went down, the calls would be routed to the Vonage call center.

Ultimately, in order for the PSAPs to be notified of a VoIP problem, Vonage would have to be notified of that problem first. If calls were blocked, PSAPs would be notified through Vonage's VPC partner(s) because Vonage wouldn't find out until customers told them.

Lisa Hoffman asked Rich Delperdang (NetworkOmni) if there were TTY foreign language interpretation services available. Mr. Delperdang indicated that this is more of a LEC issue, but Ms. Hoffmann indicated it is an ADA requirement. There currently is no provision in the foreign language translation contract with the State 9-1-1 Office to accommodate a TTY call using a language other than English. Chris Hinshaw asked if it were technically possible for the caller, PSAP, and translator all to conference in on the same TTY call. No one was aware of whether this capability exists.

- 9) Announcement(s)** – Chief Spiegel announced that COPS West is convening their annual exposition at the Ontario Convention Center October 24 & 25, 2006; Mr. Hinshaw announced that the quarterly meeting of the California chapter of the National Emergency Number Association will be held in Napa October 26;

In response to information that some agencies are advertising a 7-digit number in lieu of 9-1-1, Ms. Rhoe announced that the 9-1-1 Office will be sending out a letter to Sheriffs, Chiefs of Police and Fire discouraging this potentially dangerous practice and encouraging them to continue using 9-1-1 as the universal emergency number in accordance with the Wireless Communications and Public Safety Act of 1999.

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Chief Spiegel indicated that there is tremendous amount of reluctance on the part of PSAPs around the state to take on wireless 9-1-1 directly because of the expected increase in call volume and their inability to increase staff commensurately.

Lesli Wilson indicated that she happens to live in a county that chose to create a 10 digit number. As a citizen, her question is why didn't they choose to take their wireless 9-1-1 calls directly instead of creating a new number because that agency is still going to get those calls whether over a 10-digit number or via 9-1-1 circuits and it just creates more confusion; plus fire agencies would benefit from the call transfer information via the 9-1-1 network that is not present when calls come in on the 10-digit number. It's a hot topic for her as a citizen. They defeated the purpose by creating the number; it's still going to generate the same volume of calls, but could risk something catastrophic occurring by having this alternate number.

Chip Yarborough suggested this item be added to the December Advisory Board agenda. Mr. Yarborough indicated that they use an alternate number because they cannot get Vallejo CHP to transfer through the 9-1-1 network. Instead they transfer via 7-digit number when they get a 9-1-1 call, even though Mr. Yarborough's agency has asked repeatedly to have the calls transferred via the 9-1-1 network.

Sal Segura indicated that CHP is addressing the concerns and has received approval to hire an additional 150 dispatchers statewide, which is probably half of what they need but they'll take whatever they can get. He is hopeful that this will improve the situation.

- 10) **9-1-1 Education** - Lisa Hoffman asked if there was anyway to have educational materials and/or companies on state contract to make it easier for agencies to obtain materials without having to navigate their budget process and get reimbursement. Daphne Rhoe responded that the 9-1-1 Office has to be compliant with State Procurement policies and processes and would have to go to competitive bid before awarding a contract to any company that provides 9-1-1 educational materials. Without a contract, funding of educational material would continue on a reimbursement basis.
- 11) **Public Comments – None**
- 12) **Next Meeting date and Time** - The next regular Board meeting is scheduled for Wednesday December 13, 2006 from 9:00 a.m. – 12:00 p.m. in Sacramento at the Ziggurat Building, Executive Board Room, 8th floor.
- 13) **Adjournment – Mr. Yarborough moved to adjourn. The meeting was adjourned at 1:40 p.m.**

Handouts

Agenda
Minutes – June 1, 2006 Meeting
CA 9-1-1 Funding Process Handouts
VoIP E9-1-1 Overview Handouts